





Mayor's Action Center
Service Level Attainment Compliance
September 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Animal (1,626)	Trash (1,006)	Weeds (489)	Aban Vehicle (321)	Streets (292)